AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method ~~of formatting call information~~, comprising:

monitoring a queuing and distribution module;

gathering statistical information related to a plurality of calls;

generating a record for the plurality of calls at a call detail record generator;

~~obtaining information related to a call;~~ and

formatting ~~that~~ the ~~call information~~ record in ~~a non-proprietary format common to various applications~~XML.

2. (Currently Amended) The method of claim 1, further comprising storing the formatted ~~call information~~record.

3. (Currently Amended) The method of claim 2, further comprising searching the formatted ~~call information~~record.

4. (Original) The method of claim 1, wherein the calls are transmitted from a call center.

5. (Original) The method of claim 1, wherein the calls are received at a call center.

6. – 7. (Cancelled)

8. (Currently Amended) The method of claim 1, wherein the calls ~~is~~are ~~an~~ internet protocol telephony calls.

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9.   (Currently Amended) The method of claim 1, wherein the ~~call~~ calls are ~~is a~~ time division multiplexed call~~s~~.

10.   (Original) The method of claim 1, further comprising identifying agents accessing a call distribution telephony device.

11.   (Original) The method of claim 10, further comprising validating access to the call distribution telephony device.

12.   (Original) The method of claim 1, further comprising queuing a plurality of calls received and distributing the plurality of calls to a plurality of agents in a first received first served basis.

13.   (Currently Amended) The method of claim 1, wherein the statistical information is formatted in accordance with an enterprise computer telephony forum standard.

14.   (Currently Amended) The method of claim 1, wherein the ~~formatted call information~~ statistical information is manipulated by an application to determine numbers of calls received at various times of day.

15.   (Currently Amended) The method of claim 1, wherein the ~~information~~ statistical information is manipulated by an application to determine amounts of time that calls remain in certain states.

16.   (Currently Amended) The method of claim 1, wherein the statistical information includes information related to distribution of the call~~s~~.

17.   (Currently Amended) The method of claim 1, wherein the statistical information includes information related to a party placing ~~the call~~ at least one of the plurality of calls.

18.   (Currently Amended) The method of claim 1, wherein the statistical information includes information related to a party to whom the call is directed.

19.   (Currently Amended) A call distribution telephony deviceAn apparatus, comprising:

a processor coupled to the a telephone network interface to obtain and format call statistical information associated with a plurality of telephone calls into a non-proprietaryan XML format;

a queuing and distribution module;

a call detail record generator; and

a storage device coupled to the processor to store the formatted call statistical information.

20.   (Currently Amended) The call distribution telephony device of claim apparatus of claim 19, further comprising an application server interface coupled to the processor and an application server, the application server to determine routing of calls.

21.   (Currently Amended) The call distribution telephony deviceapparatus of claim 20, wherein the application server is further to retrieve the call statistical information from the storage device and manipulate the call statistical information.

22.   (Currently Amended) The call distribution telephony deviceapparatus of claim 19, wherein the storage device includes a database in which the call statistical information is stored.

23.   (OriginalCurrently Amended) An apparatus computer telephony integration device, comprising:

a telephone network interface to couple to a telephone network;

a processor coupled to a telephone network interface to obtain and format statistical information into an XML format;

a queuing and distribution module;

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a call detail record generator; and

a storage device coupled to the processor to store the formatted statistical information. ~~a processor coupled to the telephone network interface to obtain and format call information into a non-proprietary format; and~~

~~a storage device coupled to the processor to store the formatted call informati~~on.

24.   (Currently Amended) The ~~computer telephony integration device~~apparatus of claim 23, wherein the processor is further to determine routing of calls received from the telephone network.

25.   (Currently Amended) The apparatus~~computer telephony integration device~~ of claim 23, wherein the processor is further to determine routing of calls transmitted to the telephone network.

26.   (Currently Amended) The apparatus~~computer telephony integration device~~ of claim 23, wherein the storage device includes a database in which the ~~call~~ statistical information is stored.

27.   (Currently Amended) An article of manufacture, comprising:

a computer readable medium having stored thereon instructions which, when executed by a processor, cause the processor to ~~format information related to a call in a non-proprietary format~~perform a method, the method comprising:

monitoring a queuing and distribution module;

gathering statistical information related to one or more calls;

generating a record for the one or more calls at a call detail record generator; and

formatting the record in XML.

28.   (Currently Amended) The article of manufacture of claim 27, wherein the instructions further cause the processor to store the formatted ~~call~~ statistical information in a data storage device.

29.   (Cancelled)

30.   (Currently Amended) The article of manufacture of claim 27, wherein the instructions further cause the processor to retrieve the statistical information related to the call from a received call.